

How far do you assist your passengers?

Information compiled on September 24, 2008

The Question: If you have door to door service, how far do you assist your passengers? If they live up a flight of stairs (like in an apartment complex) or have a long flight of stairs, do you assist them all the way to the door no matter what? If you limit your assistance, can you please tell how your policy is worded?

Ben Franklin Transit says... We assist all the way to the client's door. We have nothing written in policy. If they ride with a Personal companion attendant (PCA) who can assist them then we let the PCA help them to the door. Of course sometimes the PCA needs as much help as the client sometimes so it depends.

Columbia County Public Transportation says... We help them all the way up the flight of stairs or else make sure that there is a family member or someone else there to assist.

Grays Harbor Transit says... We assist our ambulatory passengers up stairs to the door if needed. Wheelchair passengers must have a ramp. We do not have any restrictions on distance from the bus to the door.

Intercity Transit says... This is right out of our Dial A Lift Handbook.

"Our responsibility for you is between the exterior door of your pick-up location and the exterior door of your drop-off location. This means that the operator will help you to and from the van."

If a client lives in an apartment building we would still go to the door of their apartment.

We had a driver complain about a client who has steep stairs who lives across the street from the Olympia Post Office. But we told the operator she needs to go up the stairs and get the client. It was more of an operator having the walk of the stairs and not the steepness of the stairs.

Island Transit says... We provide "Curb to Curb" service. If the client requires more assistance we encourage the client to bring a Personal Care Attendant (PCA).

Jefferson Transit says... We provide door to door service. Our definition of that is for example: At a hospital, we provide service to the main entrance door, not all the way to the lab. In senior assisted livings, we provide service to the main door of the complex, not to their individual apartment. In the cases of apartments with outside entry stairways, we require that a caregiver

meet us in the parking lot to take charge of the client. We do not allow our drivers to escort passengers up flights of stairs.

Kitsap Transit says... If you have door to door service, how far do you assist your passengers? In some cases, a passenger requires a higher level of assistance (Door-to-Door service) will be escorted from the door of their residence to the bus and from the bus to the door of their destination. We provide Door-to-Door service to the door only, we do not enter the residence. At an apartment complex which has a lobby door to access the apartments, we only go as far as the lobby. An apartment complex that the apartments are accessed from the outside, we would escort them to the door, even if it is a long flight of stairs. **If they live up a flight of stairs (like in an apartment complex) or have a long flight of stairs, do you assist them all the way to the door no matter what?** Yes, if that level of service is required. **If you limit your assistance, can you please tell how your policy is worded?** ACCESS provides Curb-to-Curb service that allows passengers to be picked up and dropped off at locations such as private residences or a doctor's office. Unless otherwise indicated on the application, it is presumed that passengers can get to and from the bus unassisted (Curb-to-Curb service)

Link Transit says... We will assist guests into a building as long as the driver maintains line of sight of the vehicle and is "in control of the vehicle". The intent here is to be close enough to the vehicle that the operator can get back to the vehicle in case a passenger on the vehicle or another person attempts to drive away.

Mason Transit says... This is from our **Mason Transit Driver's Handbook:**

CHAPTER 5: PASSENGER ASSISTANCE

5-1 Service Expectations

Mason Transit Drivers are required to assist passengers to the extent necessary to ensure a safe and comfortable trip.

5.1.1 General Expectations

Passenger assistance is synonymous with customer service and is incorporated in the service we provide:

Mason Transit Door-to-Door Drivers Do:

- Assist passengers to and from the vehicle.
- Provide support for ambulatory passengers.
- Assist passengers with mobility devices to and through the first door of the building.
- Assist passengers to and from building entrances.
- Assist passengers by carrying groceries, bags or luggage, up to a limit of 40 pounds.

Mason Transit Door-to-Door Drivers Do Not:

- Lose sight of the bus while picking up or dropping off a passenger.
- Enter a passenger's home.
- Assist passengers with dressing.
- Lift a passenger out of a mobility device.
- Carry passengers up or down interior or exterior flights of stairs.
- Assist a passenger using a wheelchair up or down more than one (1) step.

- Use the radio to confirm or cancel future trips for a passenger. The passenger should be advised to contact the MTA scheduling office by telephone at their earliest convenience.

Pullman Transit says... **If you have door to door service, how far do you assist your passengers?** To and from the van to the front door of the complex/house they live in. **If they live up a flight of stairs (like in an apartment complex) or have a long flight of stairs, do you assist them all the way to the door no matter what?** If they live in an assisted living complex the drivers are required to assist them in the door as far as the reception desk. If they are in a house the driver assist them to the front door and assure they are inside, but they are not to enter the residence. The only time the driver is required to assist the patron up stairs is if the stair way is on the out side of the building (such as an apartment complex with entry balconies) the driver can assist them up as far as their front door. Deliveries to and from businesses have the same requirements with the exception that the driver is to always assist to the reception area. **If you limit your assistance, can you please tell how your policy is worded?** It is worded as door to door service which is define as the patrons front door or reception area.

Spokane Transit says... We do escort to the customers door only if the door is external to the building.

Twin Transit says.... We approve Paratransit clients for door-to-door service on a case-by-case basis. For those approved for this service, our drivers do assist them all the way to the door no matter what. We have very few instances of passengers requiring this service that live upstairs, however, our drivers would go upstairs or elevators to assist them.

Valley Transit says... We provide door to door service, this includes stairs for ambulatory clients and one step for persons who use wheelchairs. We only go to the entrance door. For example if we are taking a client to an apartment complex, we only go to the main entrance or whatever entrance is designated. We have not really had any issues with large flights of stairs that are outside of apartment complexes.

Yakima Transit says... We do not provide door to door service.